

EMPLOYMENT PROGRAM REPRESENTATIVE AND DISABILITY INSURANCE PROGRAM REPRESENTATIVE

OPEN EXAMINATION

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL OPEN FOR

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

POSITIONS EXIST

Positions exist **statewide** within the EDD's Workforce Services Branch-Job Service, Unemployment Insurance Branch, and Disability Insurance Branch offices, and are filled either on a Permanent Full-time or Permanent Intermittent (PI) basis.

PI employees are hourly-rate employees and may work less than full-time. Schedules vary based on workload demands and the needs of the hiring office.

SALARY RANGE

\$2632.00 - \$3977.00 per month (\$15.18 - \$22.94 per hour)

EXAMINATION DATES

Final Filing Date: **FRIDAY, MAY 5, 2006**

Written Test Date: Anticipated to be administered on Saturday, June 24, 2006.

WHO SHOULD APPLY

Persons who meet the minimum qualifications as stated on this bulletin should apply. This is an open examination. Applications will not be accepted on a promotional basis. Career credits do not apply.

HOW TO APPLY

To apply for this examination, submit a completed Examination Application (STD 678) **POSTMARKED** no later than the final filing date. Applications received postmarked after the final filing date will not be accepted for any reason. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE**. The use of EDD metered mail, including interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications **DIRECTLY** to:

EMPLOYMENT DEVELOPMENT DEPARTMENT
HUMAN RESOURCE SERVICES DIVISION, MIC 54
ATTENTION: EPR/DIPR EXAM
P.O. BOX 826880
SACRAMENTO, CA 94280-0001

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

Note: All applications must include "from" and "to" dates (month/day/year), time base, civil service class titles, and range. Applications received without this information may be rejected because of incomplete information.

The written examination is the same for both the Employment Program Representative (EPR) and Disability Insurance Program Representative (DIPR) classifications; therefore, applicants need only to **complete and submit one Examination Application (STD 678) for both examinations**. During the written test administration, candidates will be given the option to select their classification preference.

SEE PAGE 2 FOR ADDITIONAL INFORMATION

**SPECIAL TESTING
ARRANGEMENTS**

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

**TESTING / LOCATION
PREFERENCE**

If your application is accepted, and you do not indicate a location preference where you would like to test, you will be scheduled to take the written examination at the nearest facility to your home address.

**LANGUAGE
FLUENCY**

Some positions in these classes require fluency in both English and a second language to facilitate communication with clients. Individuals interested in qualifying for such positions must identify their language fluency on page 1 of the Examination Application (STD 678) and must pass a separate language fluency exam that may be administered at a hiring interview.

**POSITION
DESCRIPTION**

JOB SERVICE (JS) - The Employment Program Representative (EPR) provides employment services to job seekers and employers in One-Stop Career Centers or field office environments. The EPR may also provide services at community organizations or other government sites. The EPR provides assistance to customers through the use of an automated labor exchange system or provides direct one-on-one services through case management activities. Other duties may perhaps entail contact with employers seeking to fill their job openings, as well as providing group presentations to job seekers during workshops or at community-centered events. The EPR assists a diverse clientele of customers in meeting their employment goals. An EPR may refer job seekers to local partner and community-based services or assist an employer with recruitment efforts. An EPR is expected to have the ability to work in a collaborative environment, provide services in person or by telephone, and utilize a personal computer.

UNEMPLOYMENT INSURANCE (UI) - The EPR is responsible for working directly with unemployed workers seeking UI benefits. In this capacity, the EPR will provide UI claim filing and information services to the public, as well as conduct benefit determinations that are legal decisions which authorize or deny benefits payments according to state law, rules, regulations, and procedures. The EPR also informs unemployed workers and employers of their rights and responsibilities under the UI program. The UI program is a large multi-billion dollar program that provides services by telephone in non-public offices that include call centers, adjudication centers, and other specialized offices. All services and financial transactions are recorded and tracked in a highly automated environment using large data systems. These systems require EPRs to have computer skills needed to perform the job functions.

DISABILITY INSURANCE (DI) - The DIPR performs work in either a Claims Management Office and/or in a Customer Service Center. The DIPR independently reviews, investigates, determines, and informs customers of DI benefit eligibility and claim duration in accordance with DI laws, rules, regulations, policies, and procedures. The DIPR provides claim information and responds to customer/public questions regarding program requirements in-person or in an automated phone environment that includes the use of automated data systems.

**REQUIREMENTS FOR
ADMITTANCE TO THE
EXAMINATION**

Note: All applicants must meet the education and/or experience requirements for this examination by the **final filing date**.

Combining the following patterns on a proportional basis is not applicable in the EPR and DIPR exam. In addition, there are no substitutions for the education or the experience requirements.

***Minimum
Qualifications***

EITHER I

Four years of experience with the Employment Development Department. (Candidates who are within six months of completing the required experience will be admitted to the examination; however, they must meet the required experience before being considered eligible for appointment.)

OR II

One year of experience in the Employment Development Department performing the duties of an Employment Program Assistant, Range B, or an Employment Program Technician.

OR III

Completion of 60 semester units or 90 quarter units of college course work.

AND

Two years of public contact experience providing services or information.

OR IV

Equivalent to graduation from college. (Must provide evidence of registration as a senior in a recognized institution to be admitted in the examination, and must secure evidence of graduation or its equivalent before being considered for appointment.)

***PROOF OF
COMPLETED
EDUCATION
REQUIREMENTS***

Applicants filing under Patterns III or IV may be required to provide proof that they meet the educational requirement(s) at the time of hire by providing a copy of their diploma and/or transcripts from an accredited institution. This proof must show that the units are equivalent to a degree and/or would admit the applicant to graduate status on the basis of the degree he or she holds. If an applicant is not able to provide proof of education from an accredited institution at the time of hire, their name may be removed from the eligible list(s).

Educational proof must be in English or an official English translation. (i.e., an accredited college, university, or private institution which not only translates the degree/transcripts verbatim, but also explains what the degree/course work is equivalent to in the United States)

Applicants with foreign degrees must provide an official foreign transcript evaluation that indicates that your foreign course work is equivalent to a degree from an accredited U.S. college or university. EDD accepts foreign transcript evaluations that are completed by one of the agencies approved by the California Commission on Teacher Credentialing. Agencies accredited by the Commission for Foreign Transcription Evaluation may be found on the Commissions website: www.ctc.ca.gov.

Note: All documents submitted become the property of the EDD; therefore, do not submit original diplomas with the examination application.

**EXAMINATION
INFORMATION**

WRITTEN TEST ONLY – WEIGHTED 100%

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

Requests to reschedule the written test date and/or time will not be allowed in this examination.

CANDIDATES WHO DO NOT APPEAR ON THE DATE AND/OR TIME OF THEIR SCHEDULED WRITTEN TEST WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.

**SCOPE OF THE
EXAMINATION**

ABILITY TO:

1. Interpret and accurately apply written laws, rules, regulations, policies and procedures.
2. Gather and analyze data and reason logically.
3. Analyze situations accurately and take effective action.
4. Communicate effectively in English, both in person and by telephone.
5. Prepare clear and concise written reports and/or presentations.
6. Provide and maintain cooperative relations and courteous customer service with those contacted in the course of work.
7. Gain the confidence of employers, job seekers, claimants, medical providers, and community organizations.
8. Relate to members of all ethnic and racial groups and be sensitive to community issues and needs.
9. Exercise sound judgment, independence and initiative in carrying out multiple responsibilities, within a team environment.
10. Secure, evaluate, analyze and record facts through an interview process and/or from written documents.
11. Comprehend and effectively execute the operation of automated systems utilizing keyboard and personal computer (PC) skills.

CAREER CREDITS

This is an open examination. Applications will not be accepted on a promotional basis. Career Credits do not apply.

**VETERANS
PREFERENCE
CREDITS**

Veterans preference credits will be added to the final score of those competitors who are successful in this examination, who qualify for, and have requested these points. Due to the changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans preference credits.

**DISABLED VETERANS
OUTREACH PROGRAM
(DVOP)**

Some positions for the class of EPR are funded specifically to perform specialist duties for the DVOP. Due to federal hiring criteria, EDD is required to hire DVOP Specialists in the following order: 1) Category I – disabled veteran, 2) Category II - veteran.

Applicants who meet the criteria for DVOP positions will be required to self-certify their veteran status when they appear for the written exam. Proof of eligibility will be required at the time of hire (i.e., United States Department of Veterans Affairs [U.S. DVA] Disability Rating Award, and/or U.S. DVA Civil Service Preference Letter, and/or a form DD-214).

DO NOT SUBMIT ANY VETERAN PAPERWORK WITH THE EXAM APPLICATION.

**ELIGIBLE LIST
INFORMATION**

A departmental open eligible list will be established for the EDD. Eligibility expires 12 months after it is established unless the needs of the service or conditions of the list warrant a change in this period.

**INQUIRIES ABOUT
THIS EXAMINATION**

The EDD encourages all potential applicants to read this entire bulletin. Please refer to page 5 of this bulletin for additional examination information. All inquiries about this examination should be directed to Jamie Lu at (916) 654-1170 or Lalane Lasala at (916) 654-9177.

EDD also maintains a 24-hour recorded Automated Call Processing System. This system, which is updated weekly, provides information on upcoming final filing dates for EDD's open and promotional examinations. To access this system from a touch-tone telephone, call (916) 654-6869.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the EDD Human Resource Services Division, (916) 654-6869, six weeks after the commence testing date if he/she has not received a notice and/or **THREE DAYS PRIOR to the written test date** if he/she has not received his/her notice to appear for the written exam. If a candidate's notice of testing fails to reach him/her prior to the day of the test due to a verified postal error, he/she will be rescheduled upon written request.

EXAMINATION APPLICATIONS (STD 678) are available at www.spb.ca.gov, local offices of the Employment Development Department, and at the State Personnel Board, 801 Capitol Mall, Sacramento, CA.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

EXAMINATION LOCATIONS: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, written tests are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of the written test and dates may be limited or extended as conditions warrant.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

VETERANS PREFERENCE: California law allows granting of veterans preference credit in Open and Open, Nonpromotional examinations. Credit in open entrance examinations is granted as follows: 15 points for disabled veterans; and 10 points for all other veterans, widows and widowers of veterans, and spouses of 100% disabled veterans. Credit in Open, Nonpromotional examinations is granted as follows: 10 points for disabled veterans, five points for other veterans. Directions for applying for veterans preference credit are on the Veterans Preference Application (Form 1093) which is available from the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001, and participating offices of the Employment Development Department, and on the Internet at www.spb.ca.gov.

CAREER CREDITS: Career Credits are granted only in Open, Nonpromotional examinations, as follows: 1) State employees with permanent civil service status; 2) full-time employees of the State who are exempt from State civil service pursuant to the provision of Section 4 of the Article VII of the California Constitution, meet all qualification requirements specified by the Board, and have 12 consecutive months of service in an exempt position; and 3) members of the California Conservation Corps who have served one full year or are graduates of the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria and who pass the examination. Such examinations cannot be for managerial positions as described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section on the Application Form 678. (Section 4 of the Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento, CA.)

HIGH SCHOOL EQUIVALENCE: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone/Exam Hotline: (916) 654-6869
Web site: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.